

WHAT IS CLAIMED IS:

- 1        1. A method for eliciting a response from a respondent, comprising:  
2            receiving an indication that a transaction has been completed; and  
3            transmitting, in response to the indication, an electronic mail message to a  
4            respondent, the message including one or more questions concerning the transaction.
  
- 1        2. A method according to Claim 1, wherein the transaction comprises a help  
2            desk transaction.
  
- 1        3. A method according to Claim 2, wherein the indication comprises an  
2            indication that a help desk ticket submitted by the respondent has been closed.
  
- 1        4. A method according to Claim 1, further comprising:  
2            determining whether or not to transmit the one or more questions based on a  
3            specified percentage of completed transactions for which questions are to be  
4            transmitted.
  
- 1        5. A method according to Claim 4, further comprising:  
2            determining whether or not the one or more questions have been previously  
3            transmitted to the respondent,  
4            wherein the transmitting step is performed only if the one or more questions  
5            have not been previously transmitted to the respondent.
  
- 1        6. A method according to Claim 1, further comprising:  
2            determining whether or not the one or more questions have been previously  
3            transmitted to the respondent,  
4            wherein the transmitting step is performed only if the one or more questions  
5            have not been previously transmitted to the respondent.
  
- 1        7. A method according to Claim 1, further comprising:

2       determining whether or not any questions have been previously transmitted to  
3   the respondent,

4       wherein the transmitting step is performed only if no questions have been  
5   previously transmitted to the respondent.

1       8. A method according to Claim 1, further comprising:  
2       querying a local database to identify completed transactions.

1       9. A method according to Claim 1, wherein the one or more questions are  
2   transmitted according to a predefined transmission schedule.

1       10. A method according to Claim 1, wherein the transmitting step comprises:  
2       receiving a command from a user to transmit the one or more questions.

1       11. A computer-readable medium storing processor-executable process steps  
2   to elicit a response from a respondent, the steps comprising:  
3       a step to receive an indication that a transaction has been completed; and  
4       a step to transmit, in response to the indication, an electronic mail message to  
5   a respondent, the message including one or more questions concerning the  
6   transaction.

1       12. A system for administering surveys, comprising:  
2       a first device for receiving an indication that a transaction has been completed  
3   and for transmitting, in response to the indication, one or more questions concerning  
4   the transaction to a respondent in an electronic mail message; and  
5       a second device for receiving one or more responses to the one or more  
6   questions, for generating a report based on the one or more responses, and for  
7   providing the report to the first device.

1       13. A method for transmitting a survey, comprising:  
2       generating a survey comprising one or more questions;

3 defining a transaction in response to the completion of which the survey  
4 should be transmitted;  
5 detecting completion of the transaction; and  
6 transmitting an electronic mail message including the survey to a respondent  
7 in response to the detection.

1 14. A method according to Claim 13, further comprising:  
2 receiving one or more responses to the one or more questions.

1 15. A method according to Claim 13, further comprising:  
2 specifying a connection to an electronic mail server.

1 16. A method according to Claim 13, wherein the step of detecting the event  
2 comprises:  
3 defining fields of a database corresponding to the transaction; and  
4 querying the database for information populating the defined fields.

1 17. A computer-readable medium storing processor-executable process steps  
2 to elicit a response from a respondent, the steps comprising:  
3 a step to generate a survey comprising one or more questions;  
4 a step to define a transaction in response to the completion of which the survey  
5 should be transmitted;  
6 a step to detect completion of the transaction; and  
7 a step to transmit the survey to a respondent in an electronic mail message in  
8 response to the detection.

1 18. A method for producing survey results, comprising:  
2 receiving one or more responses to one or more questions transmitted to a  
3 respondent in an electronic mail message in response to detection of a completed  
4 transaction;  
5 generating a report based on the one or more responses; and

6 transmitting the report.

1 19. A method according to Claim 18, wherein the one or more questions were  
2 transmitted by a first device and wherein the report is transmitted to the first device.

1 20. A computer-readable medium storing processor-executable process steps  
2 to elicit a response from a respondent, the steps comprising:

3 a step to receive one or more responses to one or more questions transmitted to  
4 a respondent in an electronic mail message in response to detection of a completed  
5 transaction;

6 a step to generate a report based on the one or more responses; and  
7 a step to transmit the report.

1 21. A system for administering surveys, comprising:

2 a client device for generating a survey comprising one or more questions, for  
3 defining a transaction, for receiving an indication that the transaction has been  
4 completed, and for transmitting, in response to the indication, an electronic mail  
5 message comprising one or more questions concerning the transaction to a  
6 respondent;

7 a transaction device for storing data indicating that the transaction has been  
8 completed and for transmitting the indication that the transaction has been completed;  
9 and

10 a server device for receiving one or more responses to the one or more  
11 questions, for generating a report based on the one or more responses, and for  
12 providing the report to the client device.

1 22. A system according to Claim 21, wherein the client device queries a  
2 database of the transaction device according to a schedule to determine whether the  
3 transaction has been completed.

1        23. A system according to Claim 21, wherein the server device receives the  
2 responses and the one or more questions from a respondent device.

1        24. A method for administering a survey, comprising:  
2            receiving indications from a user of one or more fields of a database, the fields  
3            specifying information;  
4            determining that the one or more criteria have been satisfied based on  
5            information specified in the one or more fields; and  
6            transmitting a survey to a respondent based on the determination.

1        25. A method according to Claim 24, further comprising:  
2            receiving an indication of the database from the user; and  
3            querying the database to receive indications of fields comprising the database.

1        26. A method according to Claim 24, further comprising:  
2            generating the survey based on one or more questions received from the user.

1        27. A method according to Claim 24, wherein the determining step comprises:  
2            receiving information specified in one or more of the one or more fields  
3            indicating that the one or more criteria have been satisfied.

1        28. A method according to Claim 24, wherein the one or more criteria  
2            comprise the completion of a transaction.

1        29. A method according to Claim 24, wherein the survey is transmitted via  
2            electronic mail.

1        30. A method according to Claim 29, wherein the survey comprises an  
2            electronic mail message.

1       31. A computer-readable medium storing processor-executable process steps  
2 to administer a survey, the process steps comprising:

3           a step to receive indications from a user of one or more fields of a database,  
4 the fields specifying information;

5           a step to determine that the one or more criteria have been satisfied based on  
6 information specified in the one or more fields; and

7           a step to transmit a survey to a respondent based on the determination.

1       32. A medium according to Claim 31, the process steps further comprising:

2           a step to receive an indication of the database from the user; and

3           a step to query the database to receive indications of fields comprising the  
4 database.

1       33. A medium according to Claim 31, the process steps further comprising:

2           a step to generate the survey based on one or more questions received from the  
3 user.

1       34. A medium according to Claim 31, wherein the step to determine  
2 comprises:

3           a step to receive information specified in one or more of the one or more fields  
4 indicating that the criteria have been satisfied.

1       35. A medium according to Claim 31, wherein the survey is transmitted via  
2 electronic mail.

1       36. A medium according to Claim 35, wherein the survey comprises an  
2 electronic mail message.

1       37. An apparatus for administering a survey, comprising:  
2           a processor;  
3           a display; and

4           a storage device in communication with the processor and storing instructions  
5   adapted to be executed by the processor to:

6           receive indications from a user of one or more fields of a database, the  
7   fields specifying information;

8           determine that the one or more criteria have been satisfied based on  
9   information specified in the one or more fields; and

10           transmit a survey to a respondent based on the determination.

1           38. An apparatus according to Claim 37, the instructions further adapted to be  
2   executed by the processor to:

3           receive an indication of the database from the user; and

4           query the database to receive indications of fields comprising the database.

1           39. An apparatus according to Claim 37, the instructions further adapted to be  
2   executed by the processor to:

3           generate the survey based on one or more questions received from the user.

1           40. An apparatus according to Claim 37, wherein the instructions adapted to  
2   be executed by the processor to determine that a transaction has been completed are  
3   further adapted to be executed by the processor to:

4           receive information specified in one or more of the one or more fields  
5   indicating that the one or more criteria have been satisfied.

1           41. An apparatus according to Claim 37, wherein the survey is transmitted via  
2   electronic mail.

1           42. An apparatus according to Claim 41, wherein the survey comprises an  
2   electronic mail message.